



Serial No.: 09/595,697

Filed: June 16, 2000

Group Art Unit: 2742

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Date: 6-16-03

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## HONORABLE COMMISSIONER OF PATENTS

Alexandria, VA

Attorney Docket No.: CELLIT-005XX

Sir:

In re application of: Laurence J. Fromm

Entitled: Method and Apparatus for Controlling a Contact Center

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

☐ A Petition for Extension of Time for \*\* month(s) is hereby made, under §1.136(a); a check in the amount of \$\*\* is enclosed per §1.17.

☐ \_\_\_\_\_ is hereby appointed Associate Attorney by:  
Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35, 457

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 5	- 10	= 0	x \$84.00 =	-0-
Total 15	- 28	= 0	x \$18.00 =	-0-
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	-0-
SUBTOTAL ADDITIONAL CLAIM FEE				-0-
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				-0-

☒ No additional claim fee.

☐ The claim fee has been calculated above; check number \*\* in the amount of \$0 is enclosed.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents, Alexandria, VA on 6-16-03.

SUBMIT IN TRIPLICATE

Daniel J. Bourque  
Attorney of Record: Daniel J. Bourque, Esq  
Registration No. 35,457



PATENT

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smc  
6/18/03

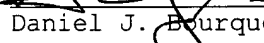
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Laurence J. Fromm  
Serial No. : 09/595,697  
Filed : June 16, 2000  
For : Method and Apparatus for Controlling a  
Contact Center  
Attorney's Docket : CELLIT-005XX  
Examiner : Al Aubaidi, Rasha S  
Group Art Unit : 2742

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

6-16-03

By

  
Daniel J. Bourque, Esquire  
Registration No. 35,457  
Attorney for Applicant(s)

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Sir:

The following is in response to the Office Action dated April 23, 2003.

With regard to the restriction requirements, Applicant elects to prosecute claims 1-10 and 13-17, without traverse. Please cancel claims 11, 12 and 18-28. A copy of the claims, as currently presented, is enclosed.

05/19/2003 SEARCH 00000002 023285 09595597  
01 FC:1251 110.00 DA